



RE-CERTIFICATION-SKILLS AUDITS ADR REGISTER

Document: ADR.AD.PF.024.1.INT
RE-CERTIFICATION-SKILLS AUDIT MEDIATOR MENTORING
V4 – May 2022

GENERAL PROVISIONS

On this document applies:

1. Document GNG.RD.003 General provisions for all documents
2. Document GNG.PD.001 Regulations for audits

The aforementioned documents are published on our websites and are hereby marked as repeated and inserted.

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1. MENTORSHIP AUDIT - KEY DATA

Element	Definition
Reference documents	<ul style="list-style-type: none"> - All reference documents are published on https://adr-register.com/documents
Application	<ul style="list-style-type: none"> - Mail your application to ADR Register or - Ask an accredited training provider or examination organization to apply on your behalf
Auditor (combination with mentor allowed)	<ul style="list-style-type: none"> - Examination - The <u>exam</u> portion is carried out by the auditor. - See reference document ADR. AD.001, section PF.024 + Annex 5
Mentor (combination with auditor allowed)	<ul style="list-style-type: none"> - Mentoring - The mentoring portion is carried out by the mentor. - See reference document ADR. AD.001, section PF.024 + Annex 5
Audit location	<ul style="list-style-type: none"> - Own location, auditor, mentor, accredited training institute or examination organization, Global Network Group
Audit timeline	<ul style="list-style-type: none"> - 24 calendar months divided into 4 mentoring periods of 6 months - If <u>no</u> examination instrument: <u>no</u> mandatory audit period, shortening or extension is allowed. - If examination tool: the mandatory audit period is 24 months, extension allowed, Shortening of the timeline is <u>not</u> permitted unless the mentee OR: can demonstrate the mandatory 24 months of experience for the full level, OR: can demonstrate to have handled over 25 mandatory client assignments.
Audit material	<ul style="list-style-type: none"> - Audit file in audit application
Final exam criteria	<ul style="list-style-type: none"> - See reference document ADR. AD.001, section PF.024 + Annex 5
Identifiable points of attention	<ul style="list-style-type: none"> - See reference document ADR. AD.001, section PF.024 + Annex 5
Audit report	<ul style="list-style-type: none"> - The mentor and the auditor draw up the audit report. - See reference documents GNG. PD.001 and ADR. AD.001, section PF.024 + Annex 5
Audit review – ICC Council	<ul style="list-style-type: none"> - Obligatory - No deadlines
Audit review – independent institute auditor	<ul style="list-style-type: none"> - Obligatory - Prior to the ICC Council review



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Audit result – Global Network Group	<ul style="list-style-type: none"> - Within 1 calendar month after both reviews - The result is 'passed' or 'failed'.
Objection	<ul style="list-style-type: none"> - See reference document GNG. PD.005 - Use form GNG. FO.005
Audit costs	<ul style="list-style-type: none"> - See reference document ADR. FO.002 (tariff overview)
Audit caesura	<ul style="list-style-type: none"> - The audit result is 'passed' if: - <i><u>no major, major+ and major exit</u> and</i> - <i><u>a maximum of 2 minor findings have been established.</u></i>
Maximum number of retakes	<ul style="list-style-type: none"> - Not regulated
Retake interval	<ul style="list-style-type: none"> - Not regulated
Audit mentorship timeline	<ul style="list-style-type: none"> - See in this document
Audit mentorship video recording	<ul style="list-style-type: none"> - Optional, not required
Audit case (client assignment)	<ul style="list-style-type: none"> - See section 4, general provisions

2. MENTORSHIP AUDIT - TIMELINE

Month	Contents
Before the start	Registration, start-up, baseline measurement
Month 6	Mentorship period 1 months 1 to 6
Month 12	Mentorship period 2 month 7 to 12
Month 18	Mentorship period 3 month 13 to 18
Month 24	Mentorship period 4 month 19 to 24
Month 25	Completion, report, review, result

3. MENTORSHIP AUDIT – RECOMMENDED LITERATURE

Definition
International
Reader(s) basic training program
Readers/articles via dashboard in the secure personal account
Netherlands
See international
Toolkit Mediation, author: Manon Schonewille, ISBN 978-94-6290-397-5, Boom Juridische Uitgevers
Handbook Mediation, various authors, ISBN 978-90-1239-945-6, SDU Publishers



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4. MENTORSHIP AUDIT – GENERAL PROVISIONS

Subject	Definition
Audit application and software	- The use of the audit application and software is mandatory.
Cases	- A case is a simulation of a client assignment or an actual client assignment. Both qualify for the audit.
Client assignment	- See reference documents ADR. PD.002 Rules of Conduct and ADR. PD.003 Scope- Process- Procedure requirements - A client assignment must comply with both documents.
Co-mediation	- Co-mediation qualifies as a client assignment.
Own assignments	- The mentee is responsible for having appropriate client assignments. - The mentor is <u>not</u> obliged to deliver, share or otherwise make client assignments available.
Re-certification associate to full level or direct full entry	- According to the admission documents PF.012, PF.024, PF.031, PF.032, PF.040 and PF.051, the mentorship qualifies as a recertification audit "associate to full level" or for the admission audit "direct intake full level".
Labour and family mediation	- A case involving the subscopes of employment or family mediation is excluded unless the specialization training has demonstrably been followed. - A case involving the subscopes of employment or family mediation is also assessed on the basis of the applicable principles with regards to these subscopes and any requirements set by the government within the country of establishment of the mentee. - A surcharge on the regular rate applies.
Internal mediator	- Client assignments carried out as an internal mediator qualify.
Live skills audit	- It is allowed to integrate the live skills audit into the mentorship. - See reference document ADR.AD.PF.024.3.
Extention	- It is permitted to extend the mentorship to the procedure described in this document.
Video skills audit	- It is allowed to integrate the video skills audit into the mentorship. - See reference document ADR AD.PF.024.2.
Change of auditor/mentor	- It is permitted to change auditor/mentor in the meantime. - A change must be approved by Global Network Group. - To this end, the candidate must submit a request to Global Network Group. The request can be granted or rejected. - The result of the request will be communicated in writing to the candidate, the retiring auditor/mentor, and the successor auditor/mentor. - It is <u>not</u> possible to object to the decision.



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ANNEX 0: RESULT AREA 0 – BASELINE MEASUREMENT

Month	Contents
Before commencing	Application, start-up, baseline measurement

Success factor 0.1: curriculum vitae

Performance Indicator

- The mentee has submitted a CV.

Admissible proof

- ✓ CV with minimum specification general prior education, vocational training and training, general work experience, scope related work experience

Success factor 0.2: company registration

Performance Indicator

- Has the mentee registered his/her company?

Admissible proof

- ✓ Copy of company registration not older than 3 months
- ✓ Notification 'working without company registration for own account & risk'

Success factor 0.3: certification ADR Register

Performance Indicator

- The mentee has a valid certification with ADR Register.

Admissible proof

- ✓ Copy certificate ADR Register
- ✓ Printscreen from website ADR Register

Success factor 0.4: business plan

Performance Indicator

- The mentee has an enterprise/business/personal development plan.

Admissible proof

- ✓ Copy of company/company/personal development plan

Success factor 0.5: expectations mentorship

Performance Indicator

- The expectations of the mentee with regard to the mentorship are well known.

Admissible proof

- ✓ Document in which the mentee has taken inventory and elaborated his/her expectations with regard to the mentorship.



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ANNEX 1: RESULT AREA 1 - 1ST MENTORSHIP PERIOD

Month	Contents
Month 6	1 ST mentorship period months 1 to 6

Success factor 1.1: overview of executed client assignments

Performance Indicator

- The mentee has submitted a summary of client assignments carried out.

Admissible proof

- ✓ Overview of client assignments within the assigned certification scopes

Success factor 1.2.: general reflection

Performance Indicator

- ✓ The mentee has reflected on its own company and its own functioning.

Admissible proof

- ✓ Reflection report including SWOT analysis with regards to the company and its own functioning

Success factor 1.3: plan of action

Performance Indicator

- The mentee has a plan of action for the next mentorship period.

Admissible proof

- ✓ Plan of approach including improvement measures following the reflection

Success factor 1.4: settlement of outstanding questions from mentee to auditor/mentor

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions

Success factor 1.5: settlement of outstanding findings/questions from auditor/mentor to mentee

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions



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ANNEX 2: RESULT AREA 2 – 2ND MENTORSHIP PERIOD

Month	Contents
Month 12	2 ND mentorship period months 7 to 12

Success factor 2.1: overview of client assignments

Performance Indicator

- The mentee has submitted an overview of executed client assignments.

Admissible proof

- ✓ Overview of client assignments within the assigned certification scopes

Success factor 2.2.: reflection

Performance Indicator

- ✓ The mentee has reflected on the effectiveness and quality of one's own actions with regard to business operations and profitability, mediatorship, and customer satisfaction.

Admissible proof

- ✓ Reflection report partly based on customer satisfaction survey with at least 1 (candidate) client

Success factor 2.3: plan of action

Performance Indicator

- The mentee has a plan of action for the next mentorship period.

Admissible proof

- ✓ Plan of approach including improvement measures following the reflection

Success factor 2.4: settlement of outstanding questions from mentee to auditor/mentor

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions

Success factor 2.5: settlement of outstanding findings/questions from auditor/mentor to mentee

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions



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ANNEX 3: RESULT AREA 3 – 3RD MENTORSHIP PERIOD

Month	Contents
Month 18	3 RD Mentorship period months 13 to 18

Success factor 3.1: overview of client assignments

Performance Indicator

- The mentee has submitted an overview of executed client assignments.

Admissible proof

- ✓ Overview of client assignments within the assigned certification scopes

Success factor 3.2.: reflection

Performance Indicator

- ✓ The mentee has reflected on the effectiveness and quality of one's own actions with regards to business operations and profitability, mediatorship and customer satisfaction.

Admissible proof

- ✓ Reflection report partly based on customer satisfaction survey with at least 1 (candidate) client

Success factor 3.3: plan of action

Performance Indicator

- The mentee has a plan of action for the next mentorship period.

Admissible proof

- ✓ Plan of approach including improvement measures following the reflection

Success factor 3.4: settlement of outstanding questions from mentee to auditor/mentor

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions

Success factor 3.5: settlement of outstanding findings/questions from auditor/mentor to mentee

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions



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ANNEX 4: RESULT AREA 4 – 4TH MENTORSHIP PERIOD

Month	Contents
Month 24	4 TH Mentorship period months 19 to 24

Success factor 4.1: overview of client assignments

Performance Indicator

- The mentee has submitted an overview of executed client assignments.

Admissible proof

- ✓ Overview of client assignments within the assigned certification scopes

Success factor 4.2.: reflection

Performance Indicator

- ✓ The mentee has reflected on the effectiveness and quality of one's own actions and actions with regards to business operations and profitability, mediatorship, and customer satisfaction.

Admissible proof

- ✓ Reflection report partly based on customer satisfaction survey with at least 1 (candidate) client

Success factor 4.3: enterprise/company/personal development plan

Performance Indicator

- The mentee has a business/business plan/personal development plan for the 5-year period after the conclusion of the mentorship.

Admissible proof

- ✓ Enterprise/business/personal development plan for the next five years, whether or not a modified plan based on the plan from audit 1

Success factor 4.4: settlement of outstanding questions from mentee to auditor/mentor

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions

Success factor 4.5: settlement of outstanding findings/questions from auditor/mentor to mentee

Performance Indicator

- Have all outstanding questions been settled?

Admissible proof

- ✓ Status overview questions



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ANNEX 5: RESULT AREA 5 – EXAM INSTRUMENT PF.024

Month	Contents
0-24	Exam instrument – skills audit PF.024

Success factor 5.1: final criteria communication

Performance Indicator

- The mentee has met the final criteria

Admissible proof

- ✓ Auditor finding/marketing based on reference document ADR.AD.001, section PF.024 and Annex 5

Success factor 5.2: final criteria legal framework

Performance Indicator

- The mentee has met the final criteria

Admissible proof

- ✓ Auditor finding/marketing based on reference document ADR.AD.001, section PF.024 and Annex 5

Success factor 5.3: final criteria mediation process

Performance Indicator

- The mentee has met the final criteria

Admissible proof

- ✓ Auditor finding/marketing based on reference document ADR.AD.001, section PF.024 and Annex 5

Success factor 5.4: final criteria negotiations

Performance Indicator

- The mentee has fulfilled the final criteria

Admissible proof

- ✓ Auditor finding/marketing based on reference document ADR.AD.001, section PF.024 and Annex 5

Success factor 5.5: final criteria personal performance & (work) attitude

Performance Indicator

- The mentee has fulfilled the final criteria

Admissible proof

- ✓ Auditor finding/marketing based on reference document ADR.AD.001, section PF.024 and Annex 5

Optional success factor 5.6: qualified replacement result (replaces the success factors 5.1 to 5.5)

Performance Indicator

- The mentee submits a qualified replacement result

Admissible proof

- ✓ The mentee submits a qualified replacement audit evidence based on reference document ADR.AD.001, section PF.024 and Annex 5.



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ANNEX 6: RESULT AREA 6 – ENTRY & RECERTIFICATION INSTRUMENT

Month	Contents
24	Entry and Recertification Instrument – Recertification or Admission Audit

Success factor 6.1: PF.012 client reference letters

Performance Indicator

- The mentee has met the required PF.012

Admissible proof

- ✓ Copy of letters based on reference document ADR. AD.001, section PF.012.

Success factor 6.2: PF.031 entry full level, declaration, minimum period

Performance Indicator

- The mentee has met the required PF.031

Admissible proof

- ✓ Self-declaration mentee or marking auditor or mentor, both based on reference document ADR. AD.001, section PF.031.

Success factor 6.3: PF.032 entry full level, statement, minimum number of client assignments

Performance Indicator

- The mentee has met the required PF.032

Admissible proof

- ✓ Self-declaration mentee or marking auditor or mentor, both based on reference document ADR. AD.001, section PF.032.

Success factor 6.4: PF.040 professional liability insurance

Performance Indicator

- The mentee has met the required PF.040

Admissible proof

- ✓ Self-declaration mentee or marking auditor or mentor, both based on reference document ADR. AD.001, section PF.040.

Success factor 6.5: PF.051 overview qualified CPD points

Performance Indicator

- The mentee has met the required PF.051

Admissible proof

- ✓ Self-declaration mentee or marking auditor or mentor, both based on reference documents ADR. AD.001, section PF.051 and ADR. PD.004.